

## ITIL® 4 Foundation (EN)

### Group Training

Training code	CGAIT4-FCE
Spoken Language	English
Language Materials	English
Dayparts	4
Price	<b>€1.450,00</b> excl. VAT No extra costs.

### What is ITIL® 4 Foundation

ITIL® is the international standard for IT Service Management, enabling the delivery of IT services more efficiently and effectively, resulting in value creation for your stakeholders and more satisfied customers. The ITIL Foundation course is based on the ITIL®4 publication, the successor of ITIL 2011, also known as ITILv3. ITIL4 is not limited to purely IT services; since every organization has services in its portfolio, this training is relevant for all organizations that provide services to their customers. ITIL®4 can be regarded as a practical mindset for creating and delivering value. Basic knowledge of ITIL® is necessary to act optimally in an ITIL® service environment, ensuring everyone “speaks the same language.” This training provides the foundation for anyone working in a commercial or non-commercial service environment. During this training, you will get an overview of what the discipline entails and how the practices and activities from ITIL® are connected so that you deliver as much value to you customers. This ITIL version addresses the relation to Agile and DevOps, allowing participants to link other methods and their implications for translating ITIL®4 to their own organization. The training prepares you for the ITIL®4 Foundation exam.

### Who should attend ITIL® 4 Foundation

- IT Managers: Oversee IT operations and ensure alignment with business goals.
- Service Desk Managers: Manage service desk operations and improve customer support.
- IT Consultants: Provide expert advice on IT service management and implementation.
- Project Managers: Lead IT projects and ensure they meet ITIL® standards.
- Business Managers: Understand ITIL® to better align IT services with business objectives.
- IT Support Staff: Gain foundational knowledge to improve service delivery.
- Process Owners: Manage and optimize IT service management processes.
- Quality Managers: Ensure IT services meet quality standards and improve continuously.
- DevOps Engineers: Integrate ITIL® practices with Agile and DevOps methodologies.
- IT Auditors: Assess IT service management practices and ensure compliance with ITIL® standards.



## Prerequisites

No prior knowledge of ITIL® is required. However, a basic understanding of IT services and business operations is beneficial.

## Objectives

At the end of the training you will be able to:

- Understand the key concepts of ITIL®4 and its benefits.
- Describe the ITIL®4 service management framework.
- Identify the components and activities of the ITIL®4 service value system.
- Identify the key practices in a service provider organisation.
- Explain the relationship between ITIL®4 and other methodologies like Agile and DevOps.
- Prepare for the ITIL®4 Foundation exam.

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